

Absence Management Services



**Hands-on, coordinated management
for more timely return to work**

CHS
Comprehensive
Health Services



Restoring the productivity of human capital

Comprehensive Health Services offers a selection of physician-supervised case management services to control absence and expedite return to work. We coordinate both work- and non-work-related disability programs as part of an overall workforce health management strategy, by partnering with organizations' existing employee health-related initiatives.

We optimize the value we provide our clients. Our proven absence management programs consistently help employees safely return to work more quickly - often ahead of schedules set by industry benchmarks and guidelines, saving on medical costs, disability payments and salaries for replacement workers *without* compromising health or safety of personnel.

The valuable third-party medical expertise we offer blue chip companies and government agencies in the area of absence management includes:

- Determination of employee eligibility for Family and Medical Leave Act (FMLA), workers' comp or disability benefits
- Facilitating employees' safe, medically-appropriate and timely return to work
- FMLA program oversight
- 24-hour injury/illness referral
- Short-term disability (STD) and workers' compensation services

CHS goes beyond the role of a typical occupational health services provider to partner with clients to implement services based on their specific needs. Our effective management processes demonstrate the value of our services with a favorable return on investment, in the form of lower health care costs, reductions in lost work time, and improved use of return-to-work programs. Our services are available on a menu basis or as a single, comprehensive program, but the more services a customer accesses, the greater the benefits.

More active management, more effective results

CHS actively manages the process of getting employees back to work. We provide personal attention to each employee's case to best determine how, when and in what capacity he or she should return.

All costs and activities are supervised and managed by our case managers and on-staff physicians.



We address absence from both physical and financial perspectives, giving consideration to the specific physical requirements of each job while helping to quantify values that include:

- Number of *weeks* of disability pay a customer can save through more efficient absence management and reduced duration off the job
- Health care *cost reductions* through more efficient management of treatment and the associated administrative processes

By medically managing each claim to achieve a prompt, prudent and safe return to work, CHS also gives customers greater awareness of the anticipated duration of the absence and health care costs. Employers can budget more effectively, and make more accurate decisions about maintaining productivity by shifting responsibilities among co-workers or hiring replacements.



Consistency in practice

The success of the CHS absence management approach is due in large part to our best practices and guideline-driven programs. This platform – standardized for use at each client site – has been refined by the results we achieve in overall quality of care. Every patient receives the same fair, consistent claims review. Cases are medically managed from “day one,” not by administrative personnel, but by our experienced professional nurses, monitoring care by the treating physician and tracking progress toward return to work. Each case summary includes the professional case management time spent, so employers receive a full understanding of value received for what they are paying. In the event that the complexity of a particular case demands more involved decision support, we provide it. CHS case managers, nurses and physicians review eligibility and provide documentation for use in supporting benefits recommendations.

Bottom-line results, throughout the organization

The results of a CHS absence management program can be recognized throughout the company. By starting with an in-depth analysis of business and workplace needs, we are able to customize absence management programs *to the specific requirements of each customer and location*. In many cases, we can help prevent absence by proactively identifying trends that reveal the root causes of disability.

Over 30 years of occupational health experience serving the largest organizations in the public, private and government sectors provides CHS with the tools and best practices to help deliver:

- Fewer lost workdays
- Lower employee health costs
- Lower disability claims and costs
- Healthier, more stable workforce
- Increased workforce productivity
- Deserved reputation as an employer of choice
- Strengthened bottom line



**For information on CHS
Absence Management
Services please call
1-800-761-6333 or visit
www.chsmedical.com**

About CHS

Founded in 1975, Comprehensive Health Services, Inc. (CHS) is a leader in the management of nationwide workforce health programs. We offer major corporations and government agencies flexible, customized employee health services, from pre-placement and fitness-for-duty exams to workers' compensation, disability and case management, medical surveillance, and wellness and health promotion programs.

CHS is the only major firm with a broad, three-fold service delivery capability—worksite health programs, an extensive national network of health care providers, and medical readiness teams. This approach enables us to build the most flexible and ideal workforce health programs to fit the special needs of each client's workforce demographics, health risks, and productivity goals. *Our services are available individually, in clusters, or as a single, comprehensive and seamless employee health program.*

- Onsite Health Centers
- Medical Exams
- Wellness and Health Promotion
- Absence Management
- Environmental Health and Safety

We partner with our customers to understand their businesses and build customized solutions that put employees first. CHS' proactive, comprehensive approach—refined by best practices built on decades of experience—helps customers maintain a healthier, more stable and productive workforce.



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For more information visit www.chsmedical.com